



14 November 2019

**REQUEST FOR PROPOSAL (RFP) No. ISA/RFP/2019/001
PROVISION OF TRAVEL MANAGEMENT SERVICES (TMS)**

The International Seabed Authority (ISA) seeks Proposals for the provision of Travel Management Services for the Authority.

This RFP consists of this letter and the following annexes:

- Annex A: Acknowledgement Notice (to be sent by email as soon as documents are received)
- Annex B: Statement of Requirements (SoR)
- Annex C: Evaluation Criteria
- Annex D: Technical Proposal
- Annex E: Financial Proposal
- Annex F: Proposal Submission Form
- Annex G: Key Performance Indicators (Generic Sample)

Please be guided by the annexes in preparing your Proposal, which may be submitted on or before **17 December 2019** via email to RFP@isa.org.jm.

General Instructions

1. Proposals must be expressed in the English language, and should be valid for a minimum period of 120 days.
2. It shall remain the responsibility of proposers that the RFP reaches on or before the deadline. Proposals that are received by Authority after the deadline indicated above, for whatever reason, shall not be considered for evaluation.
3. Unless otherwise stated in this RFP all times are Kingston (Jamaica) time.
4. Submission of a Proposal shall be deemed to constitute an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and unless specified otherwise, the Proposer has read, understood and agreed to all the instructions provided in this RFP.
5. Proposers must strictly adhere to the requirements of this RFP. No changes, substitutions or other alterations to the provisions stipulated in this RFP will be accepted unless approved in writing by ISA. However, whilst fully complying with the RFP requirements, proposers are encouraged to provide any suggestions and solutions that may achieve a more cost-effective and value-for-money approach to fulfilling the requirements of this RFP.
6. The evaluation criteria are detailed in Annex C.
7. All services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness to the requirements of the RFP and all other annexes in accordance with the Authority's requirements.
8. The Authority reserves the right to award separate or multiple contracts for same or different elements covered by this RFP in any combination it may deem appropriate or only a portion of the requirements.
9. The Authority may add new considerations, information or requirements at any stage of the process.
10. The Authority is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with the preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.



11. The Authority encourages every Proposer to prevent and avoid conflicts of interest, by disclosing to the Authority any involvement in the preparation of the requirements, design, cost estimates, and other information used in this RFP.
12. The Authority implements a zero tolerance on fraud and other proscribed practices, including fraud, corruption, unethical practices, and obstruction and is committed to preventing, identifying and addressing all such acts and practices against the Authority, as well as third parties involved in its activities.
13. For clarifications regarding this RFP, proposers are to contact the Procurement Unit of the Authority exclusively in writing, via e-mail: lvalles@isa.org.jm no later than November 29, 2019. Queries received after above deadline may not be considered.
14. The selected Proposer will be notified in writing that ISA is considering an award of contract. The contract award shall be subject to both parties mutually agreeing to the contract terms and conditions. No legal obligation exists until the contract is finalized and signed by both parties, or the issuance of a Purchase Order (PO) by the Authority.
15. The standard terms of payment of the Authority are 45 calendar days following satisfactory delivery of goods, performance of services and submission of an invoice, whichever is later. The policy is to preclude advance payments or payments by Letters of Credit. Such provision in a Proposal would be prejudicial to its evaluation by the Authority.

Submission of a Proposal

1. The Proposal shall include information in sufficient scope and detail to allow ISA to consider whether the potential TMS Contractor has the necessary capability, experience, knowledge, expertise, licenses, financial strength and the required capacity to perform the work specified at a high professional level.
2. Proposers are required to complete the following annexes, with the necessary supporting documents, and submit as SEPARATE files:
 - a) Annex D: Technical Proposal
 - b) Annex E: Financial Proposal
 - c) Annex F: Proposal Submission Form. To be used as cover letter for both, the Technical and the Financial Proposals
3. Proposals which do not comply with these requirements may be rejected.



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ANNEX A – ACKNOWLEDGEMENT NOTICE

Please complete and send scanned copy by email no later than 29 November 2019.

To: The Procurement Unit
International Seabed Authority
14-20 Port Royal Street
Kingston, Jamaica

We, the undersigned, acknowledge receipt of your RFP dated 14 November 2019 and confirm that:

- we intend to submit a bid by the deadline of 17 December 2019
 do not intend to submit a bid

We acknowledge that this RFP is confidential and proprietary to the International Seabed Authority, and contains privileged information.

Signature:

Name of authorized representative:

Date:

Important: In order for your company to remain as a register vendor, you must return this acknowledgement letter even if you do not intend to submit the bid at this time.

Failure to submit a complete copy of this acknowledgement letter for three consecutive times will be understood to mean that you no longer wish to receive such invitation, and you will be automatically suspended from the vendor roster.

If you do not intend to submit a proposal to the International Seabed Authority (ISA), please indicated the reason:

- we do not have the capacity to submit a Proposal at this time;
 we cannot meet the technical requirement for this RFP;
 we do not think we can make a competitive offer at this time;
 Other (please specify):



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ANNEX B - STATEMENT OF REQUIREMENTS (SoR)

1.BACKGROUND

The International Seabed Authority (ISA) in Kingston has a requirement to engage the services of an IATA-registered Travel Agency to carry full air travel reservations, quotations, ticketing and related standard travel services as detailed in this Statement of Requirements (SOR).

ISA has an approximate strength of 42 total personnel, numerous consultants and in the past year (2018) issued over 200 international air travel tickets for global destinations with an approximate value of US\$770,000. For the first half of 2019, the Authority has already issued 173 tickets with an approximate value of US\$720,000. Destinations include mostly USA, South Pacific, Asia and Africa.

ISA intends to enter into a Contract for Travel Management Services (TMS). The Contract is required for an initial a period of two (2) years with an option to renew for three (3) additional one (1) year periods (i.e. 2 + 1 + 1 + 1 years) at the sole discretion of the ISA, subject to changes in operational requirements of ISA, availability of funds and satisfactory performance of the Contractor.

The Contract shall be awarded on an all-inclusive basis. The Contractor shall be responsible for providing all the necessary personnel, supervision, transport, any other equipment, permits, material, consumables, supplies, and all necessary arrangements, to ensure the fulfilment of its obligations of the Contract for its entire duration.

The Contractor shall be fully responsible for the sustainment of all its personnel and ensuring that all the staff, equipment, material and supplies are in place by the date of mobilization agreed upon with ISA.

ISA reserves the right to split the award under this procurement exercise to more than one Contractor. The award(s) to the successful bidder(s) can contemplate all or selected locations at ISA's sole discretion.

The successful Bidder hereinafter referred to as "Contractor" shall be paid based on actual quantity of travel tickets issued (transaction fee) in accordance with the contractual requirements.

The Contractor shall commence the services within thirty (30) calendar days of Contract award.

Reliance on Information Provided

All information provided by ISA in connection with this procurement process - including all information contained in this SoR, the Request for Proposal (RFP) and any other information provided are based on the best information available and to the best of ISA's knowledge at this point in time. All such information is provided solely as a guide to be used for proposal-preparation and planning purposes. ISA does not guarantee and will not be responsible for the completeness and accuracy of all such information. The obligation to carry out independent due-diligence and verification of any information provided by ISA remains with the user of such information. ISA is categorically not to be liable for any direct,



indirect or consequential losses or injuries resulting from any reliance on the information provided.

Planning Assumptions

All information provided is based on the best information currently available, solely for proposal preparation and planning purposes. No future commitment is given on the strength of its staff and contingents. ISA's reserves full right, at its sole discretion to increase or downsize the level of services required, depending on mission and operational requirements over the Contract duration.

2. SCOPE OF REQUIREMENTS

2.1 Compliance with ISA Travel Policy: Book all reservations and issue tickets within 24 hours of request for official travel at the lowest available fares and rates that are consistent within the entitlement of the applicable travel policy, including negotiated rates with ISA's contracted global, regional, and local suppliers (where available).

2.2 Travel Reservations: Provide travel reservations and ticketing services for all official travel including personal deviations requested by the traveler as follows:

- 2.2.1 Process all airline, rail, and sea reservations in compliance with the ISA travel policy. Air shall be booked using the shortest and most economical available fare.
- 2.2.2 Accept reservation requests from ISA Travel Officers (ISA shall provide a list of personnel who shall have this authority) by telephone, fax, walk-in, email, and/or online systems. Each travel counsellor servicing ISA shall have an individual (official) email address.
- 2.2.3 All email requests shall be responded to within two hours of receipt during normal business hours. For groups of more than 10 travelers, response time should be 24 hours or one (1) business day, whichever is less.
- 2.2.4 Establish a process to facilitate all methods of booking reservations to maximize efficiency for ISA.
- 2.2.5 Fare all itineraries in accordance with the ISA travel policy using all carrier-approved fare construction principles, including one-way or "split" ticketing. In addition, multiple destination itineraries shall be sent to the TMS Contractor's own international rate specialists for fare research and pricing. The TMS Contractor shall offer and document to lower-cost alternatives to the specific itinerary requested using alternate airlines and/or routings in compliance with the ISA travel policy. Each pricing alternative shall be itinerary-specific and shall include the estimated savings. ISA reserves the right to require use of specific airlines offering negotiated discounts to ISA.
- 2.2.6 Unless otherwise requested, calculate the lowest logical airfare based on ISA official travel policies. The TMS Contractor shall reimburse the ISA if the cost of a ticket exceeds the entitlement as determined by an internal and/or external audit.
- 2.2.7 Determine the lowest fares, which are concurrently audited by ISA team, which establishes the amount of the entitlement.

2.3 Hotel Reservations: The ISA does not have a formal hotel program; however, some hotels may provide special discounts for ISA travelers on official business. The TMS Contractor shall store all such hotel discounts in the Global Distribution System (GDS), including information on required method of booking. The TMS Contractor will notify the ISA of booking requests, and those will assist in confirming such hotel reservations.



2.4 Ticket Issuance:

2.4.1 Issue electronic tickets where appropriate or print tickets either for delivery to ISA travelers or their authorized representatives; provide GDS access to ISA Travel Officer for concurrent monitoring. Tickets shall be available in accordance with the standards agreed to with the TMS Contractor. Under no circumstances shall the TMS Contractor release a ticket to a traveler without a properly approved authorization from ISA's travel office or other authorized representatives of ISA. The TMS Contractor shall provide customer service (ie. "Live Chat") outside of normal business hours to address emergencies and queries across multiple time zones. ISA shall provide a list of personnel who shall have authority to order tickets. The TMS Contractor shall arrange for timely delivery of printed tickets and documents, when necessary.

2.4.2 Respond to requests for faring/ticketing and issue tickets within 24 hours upon receiving the order from ISA Travel Office to issue.

2.4.3 The final travel package will include: ticket itinerary reflecting travel time (flight hours and hours spent for transfer); traveler details (name, phone number, rate, confirmation number); and location of hotel(s) if applicable. The final package shall also indicate procedural reminders (no shows, cancellations) and emergency contact information.

2.4.4 Verify accuracy of all itinerary data, class of service and airfare amounts prior to releasing travel documents and notify travelers when documents are ready and send notification of electronic delivery from a reservation center.

2.4.5 Void tickets where necessary and possible to avoid a charge to ISA and process complete refunds within the reporting week received.

2.4.6 Provide, free of charge, a standard tool that automatically scans the account for unused tickets and sends same for refund or, if nonrefundable, links same to the travelers name/account for future use. The TMS Contractor shall put this information in traveler profiles and shall adopt procedures to assist travelers in using the value of such tickets for use for official travel only.

2.4.7 Provide a monthly report showing all unused non-refundable tickets as identified in paragraph 2.4.6.

2.5 Support Services: Provide related support services for Official Travel and personal travel booked in conjunction with Official Travel. Support services include, but are not limited to:

2.5.1 Visa requirements: Advise ISA travelers in writing of the visa requirements according to nationality and destination.

2.5.2 Travel Restrictions: Remind travelers of the need for required medical and security clearances in writing, where applicable, and possible travel restrictions if advised to do so by ISA.

2.5.3 Excess Baggage and/or Seat Assignments: Advise the traveler of relevant rules and fees of the carriers that were ticketed. Where the ISA agreement with the supplier includes excess baggage / seat assignment at no additional cost, the TMS Contractor must so advise the traveler in writing.

2.5.4 Insurance: Provide information about insurance and baggage insurance, if requested. The amount of insurance coverage available shall be provided to ISA. In cases where the Organization has an agreement with the TMS Contractor to settle invoices with a credit card, the TMS Contractor shall also share insurance details as part of the final package

2.5.5 Amenities: Advise travelers of any carrier provided amenities such as limousine transfers or STPC (stopover paid by carrier) hotels. These amenities must be noted in writing to the ISA travel office.



2.6 Emergency Support:

- 2.7.1 Conduct Passenger Name Record (PNR) searches and travelers' notification of ticketed as well as future bookings as directed by ISA in cases of strikes, hijackings, coups, bombings, natural disasters, and other security related incidents. Where medical evacuation is required the TMS Contractor shall coordinate with the airlines and their medical support personnel. In the case of strikes the TMS Contractor shall contact the traveler, advise of the possibility of a strike, and reroute the traveler as requested. The TMS Contractor shall render other specialized assistance as required by ISA in emergency situations including relocation and evacuation of ISA personnel. The TMS Contractor shall provide additional assistance as requested by ISA in such situations, and comply with all applicable restrictions and regulations imposed by ISA.
- 2.7.2 Possess the capability to operate from an offsite location in case of an emergency.
- 2.7.3 Be able to reroute calls to an alternate location staffed with cross-trained personnel. Performance of agents in the after-hours office shall be consistent with those of the established configuration for ISA.
- 2.7.4 Provide 24/7 after-hours contacts for key management personnel as mutually agreed. Performance of agents in the after-hours office shall be consistent with those in the established configuration for ISA.

2.8 Profiles

- 2.8.1 Provide the ability for creating and maintaining profiles of travelers through self-service. Monitor travelers' profiles and verify the validity / accuracy of the information with the traveler at the time each new booking is initiated.
- 2.8.2 Profile data may be maintained as required by the Transportation Security Administration (TSA) or other similar government entity in other countries (i.e., legal name, birth date, gender, etc.) or any other security authorities. The TMS Contractor shall provide this data to ISA or the traveler upon request.
- 2.8.3 Provide information to the ISA and the traveler on changes initiated by the TSA or any other security authorities concerning travel security requirements.

2.9 Budget Assistance: Provide information to assist ISA in developing travel expense budgets by providing fare estimates and related impact analyses, including any resulting staff increases or reductions or other financial impact.

2.10 Customer Satisfaction: A formal method to measure customer satisfaction of all travelers shall be agreed upon between the TMS Contractor and ISA which allows both parties to login and view survey results first-hand. The TMS Contractor shall cooperate with these periodic satisfaction surveys initiated by ISA. The method of measurement shall take into consideration and minimize the potential perception of conflict of interest of each party involved.

2.11 Complaint Tracking and Resolution: Respond within 24 hours to all complaints. The initial response will offer possible steps for resolution and an estimated timeframe for completion. Complaints will be investigated and explained in writing. The TMS Contractor shall make a good faith effort to resolve disputes and misunderstandings in favor of the ISA travel management and ISA travelers. Final response to the travelers shall explain the causes of the problem, and detail specific steps that have been taken or shall be taken to prevent recurrence of the problem. The copies of all complaints received and the TMS Contractor's written responses should be provided to the designated travel manager of ISA and/or at the request of that manager, held for review and summarized during quarterly performance reviews. The TMS Contractor shall keep a log of all service comments received from travelers and provide real-time access to ISA. Reports must distinguish between TMS Contractor errors and other types of incidents.



2.12 Personal Travel:

2.12.1 Upon request, assist the ISA's personnel and their dependents in arranging personal travel at the lowest applicable fares and rates consistent with each traveler's requirements. Collection of amounts due and any refunds for these personal travel legs are to be arranged directly between the TMS Contractor and ISA's personnel and collected prior to releasing the ticket. The TMS Contractor shall clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices and provide management reports on such trips as requested by ISA.

2.13 Hours of Operation:

2.13.1 Provide full services at the offsite reservation center from Monday through Friday between the hours of 08:00 am and 17:00 pm (Kingston Time)

2.13.2 Observe only holidays which are observed by ISA, of which ISA staff shall notify the TMS Contractor annually.

2.13.3 Notify ISA of names and telephone numbers of the TMS Contractor's personnel who are available on weekends and holidays to assist, if needed, with official and emergency travel services.

2.13.4 All applicable contact numbers shall be included on travelers' itineraries.

2.13.5 Provide, at no additional cost, customer service outside of normal business hours to address emergencies and queries across multiple time zones. Communication via "Live Chat" is preferable.

2.14 Technology:

2.14.1 Provide all telecommunications and reservations technology as required to support all services under this Contract. The TMS Contractor must provide all equipment, including backup equipment (e.g., laptops) to ensure there is no service interruption.

2.14.2 Provide technology support to reduce errors in billing information and hence cause delay in payments.

2.14.3 Provide prompt notice of, and access to, all new technology enhancements.

2.14.4 Provide a mechanism for allocating costs for individual trips and charging them at the point of sale to the centrally billed account. The mechanism for allocating cost will provide for automated tracking and reconciliation.

2.14.5 Provide access to electronic tools to be used in the reconciliation of invoices. Upon ISA request, also provide a report spreadsheet format and shall include debit and credit amounts.

2.14.6 Provide documented management reports validating performance of response times to requests for faring/ticketing and activities. These will be presented to ISA at the quarterly business reviews.

2.14.7 Provide ISA with access to reporting tools and software. Access will enable reports such as a monthly refund report (reference paragraph 2.4.7); savings achieved through downgrades of tickets for Official Travel and disputed charges.

2.14.8 Provide any other management information **reports** specified by the ISA, as well as additional customized reports which may be requested during the Contract period.



2.14.9 Any documented cost associated with customized reporting, where not available through the standard TMS Contractor system, will have to be mutually agreed upon, and the TMS Contractor will not impose any additional fees or surcharges.

2.15 Payment for Official Travel:

2.15.1 Provide electronic invoices to ISA monthly or as specified by ISA.

2.15.2 Ensure no duplicate invoices are submitted.

2.15.3 As per paragraph 2.4.7, automatically process any refunds due to ISA for unused or lost tickets, Miscellaneous Charge Orders (MCOs), unused Prepaid Ticket Advices (PTAs), and downgrades. The TMS Contractor shall void and/or reissue tickets whenever possible instead of refunding.

2.15.4 Assist ISA with all documentation necessary to dispute billings from airlines or other providers, when requested.

2.16 Payment for Personal Portions:

2.16.1 Accept all major credit cards for payment of these personal expenses at no additional cost.

2.16.2 All charges associated with personal portion of official trips, shall be billed directly to travelers and excluded from invoices presented to ISA.

2.16.3 ISA shall not be liable for expenses related to personal portions, and reserves the right to audit all travel records to verify the accuracy of allocated costs between official and personal charges.

2.17 Quality Control and Assurance

2.17.1 Performance Review: In addition to internal measures of performance, ISA retains the right to require independent evaluation of the TMS Contractor performance. ISA may, at any time, contract with independent third parties to audit TMS Contractor service levels and/or to support efforts to manage the TMS Contractor. The TMS Contractor will cooperate fully with any third party audit and agrees that all information shared with ISA may be shared with such third party contractor and with no additional transaction fees.

2.17.2 Financial Audit: ISA requires the TMS Contractor to retain all financial documents related to the costs and revenues of its account for a period of at least five (5) calendar years following the termination of any agreement with the TMS Contractor.

2.17.3 Fare Audit: The TMS Contractor agrees to cooperate with periodic independent audits of air fares offered. The TMS Contractor will reimburse ISA for any amounts by which fares offered to travelers have exceeded the lowest applicable fare identified by the third party auditor within the context of ISA travel policy plus a 20% fee. The TMS Contractor may recommend a third party auditor, however, ISA reserves the right to make the final selection.

2.18 Personnel: The TMS Contractor shall provide all necessary personnel to deliver prompt, courteous and efficient service.

2.18.1 Personnel Experience Requirements*. The minimum experience requirements for TMS Contractor personnel assigned to ISA are as follows:

- Travel consultants: A minimum of five (5) years of reservation experience with predominantly complex international travel and able to do exchanges, refunds and reissuances. Vocational qualifications including IATA training, ticketing and reservations is required.



- The Account Manager: A minimum of five (5) years of experience working with accounts with a significant volume in net international air sales. Supervisory skills are required.

**In specific cases the TMS Contractor may request waivers of the requirements in 2.18.1 for specific individuals during the solicitation process.*

2.18.2 Staffing Levels: The TMS contractor shall:

- Use all appropriate means, including computerized scheduling routines, to anticipate peak booking periods and adjust staffing accordingly. Cross-trained staff may also be used as necessary to assist in meeting periods of peak travel service demand.
- Have a plan to provide trained backup for all staff assigned to the ISA in the event of illness, vacation, emergency, or any other absences.
- Not compensate employees in any manner that would encourage them to increase the cost of ISA travel (such as by enhancing TMS Contractor revenues from suppliers) or would otherwise be inconsistent with ISA policies and objectives.
- Be encouraged to provide training to its employees at least annually, (or more frequently, as agreed with ISA), on policies, procedures, programs, international affairs and rates, GDS skills, and customer service in a multi-cultural environment. ISA shall provide materials related to ISA procedures / policy portion of the training.

2.19 Account Manager: The Contractor shall provide an Account Manager to act as the liaison for ISA to ensure all aspects of services are provided, answer any questions and coordinate tactical and strategic initiatives for ISA.

- 2.19.1 Advise and consult with ISA regarding all matters reasonably pertaining to business travel, including best practices.
- 2.19.2 Assist ISA in monitoring savings opportunities, including advice and/or recommendations on discounting for air, hotel, car, groups and meetings, restriction waivers, internet fares, and other techniques to reduce travel expenses.
- 2.19.3 Assist in policy updates or changes.
- 2.19.4 Provide travel consultant training on travel issues and any updates to ISA travel policy at least twice a year or upon request, including providing content for the ISA travel website and other traveler and arranger communication.
- 2.19.5 Offer quarterly, or more frequently if required, performance reviews to evaluate and discuss contract management, including service and savings objectives, industry trends, specific service issues, travel policy, performance benchmarks, and other items such as:
 - a) Passport/visa activity: number of trips for which the TMS Contractor advised travelers of passport or visa-related requirement, and actions taken. The TMS Contractor will track and report on the status of passport/visa activity;
 - b) Status of refunds: ongoing status report to allow for tracking of refunds, identify stale credit requests and enable the ISA to respond to inquiries from within the ISA;
 - c) Performance and Service Standards reports: TMS Contractor to show performance against all agreed upon service metrics, including traveler surveys, reservationist's productivity, etc. A sample generic table with Key Performance Indicators is shown in Annex G.



- 2.19.6 Respond to meeting requests sent by ISA in order to review Service Levels and Standards, including Customer Satisfaction.
- 2.19.7 Advise the ISA of new TMS Contractor travel products and services and new third party travel products and services that may be beneficial to, and support the ISA.
- 2.19.8 Provide analysis of Management Information Reports and impact on the ISA travel management program.
- 2.19.9 Upon the ISA request, provide travel seminars and other programs needed to inform travelers of changes, procedures, and policies.
- 2.19.10 ISA may negotiate on its own behalf for special air and hotel discounts, and shall be free to negotiate such arrangements, including net rates with all suppliers under this Contract. Upon the request by ISA, the TMS Contractor may be called upon by ISA to provide data or other assistance to support such negotiations including, but not limited to, evaluation of travel patterns to identify opportunities for improved discount negotiations, assisting the vendor contracts, and providing special MIS reports. The TMS Contractor will administer fares and rates obtained through such direct ISA negotiation. Under no circumstances will the TMS Contractor act on behalf of ISA in any contract negotiations without ISA expressed authority.
- 2.19.11 The TMS Contractor will not subcontract any services or any additional personnel to service ISA's account (e.g., floaters, ad hoc, etc.) without prior approval from ISA.

3. OTHER TERMS TO BE IN THE CONTRACT

Term of Agreement: The Agreement resulting of this solicitation shall be for an initial period of two (2) years with the option to extend, at the sole discretion of ISA, for an additional two (2) one-year periods or any shorter period as might be agreed upon by the parties.

Termination: ISA may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving thirty (30) days written notice to the TMS.

Transitional Service: In the event the service Contract established between the parties is terminated for any reason, other than termination by the TMS Contractor for ISA's breach, or expires by its own terms and a successor TMS contractor is selected by ISA, the TMS Contractor will, if requested by ISA to do so, continue to provide services as provided for under the Contract established, for a period of time not to exceed one hundred twenty (120) days (the "Transitional Services") effective on the first day following expiration of the Contract or the last day of the notice period defined above (the "Transitional Service Period"). At the option of ISA, and on its specific request with advance notice to the TMS Contractor, all or part of Transitional Services may be discontinued by ISA at any time upon no less than thirty (30) days prior written notice to the TMS Contractor.

The TMS Contractor shall use all reasonable efforts to cooperate fully in assuring ISA and its travelers with a continued and uninterrupted service during the Transitional Service Period.

The TMS Contractor shall use commercially reasonable efforts not to reassign dedicated employees during the Transitional Service Period to ensure an orderly and cost effective transition with no adverse impact on service levels required by ISA and its travelers. However, in the event any TMS Contractor employee requests reassignment, the TMS Contractor may comply with such request without being in breach of this Agreement.

Subject to data protection requirements and to obtaining the necessary consents from travelers to transfer personal data to a new supplier, at the request of ISA and at no cost to ISA, other than costs imposed by third parties, such costs requiring



advance notice to and approval by ISA, the TMS Contractor will transfer and/or provide access to ISA and/or its designated successor travel management company or companies all ISA travel data including passenger name records (PNRs) and profiles in the format as such data appears on the TMS Contractor's systems. Unless agreed otherwise by ISA, the TMS Contractor will not ticket ISA traveler's PNRs for travel booked more than one (1) month after the effective date of the transition in which the successor travel management company commences service for ISA.

Except as may be required by applicable laws, and except for third party imposed fees or costs which have been approved and accepted by ISA, the TMS Contractor will not impose on ISA or the successor TMS Company, any special or additional fees or costs involved in or related to equipment de-installation, severance for employees, leasehold obligations, data transfer or handoff, management time cooperating with the new travel management company, or other time related to the orderly transfer of business to the new travel management company.

All these expenses must be included in the financial proposal of the vendor to be submitted to the International Seabed Authority during the solicitation period.

Disclaimers: ISA does not guarantee any minimum quantity of travel purchases under this Statement of Requirements.



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ANNEX C - EVALUATION CRITERIA

The evaluation of proposals is a two-stage procedure. The evaluation of the technical proposals will be completed prior to the opening and evaluation of the financial proposals.

The Proposals shall be evaluated on a 60%-40% basis: 60% for the Technical Proposal and 40% for the Financial Proposal (40%).

Proposers must provide all requisite information by clearly and concisely responding to all points set out in the Technical Proposal (Annex D) and Financial Proposals (Annex E), taking into consideration the Scope of Requirements (Annex B) and the criteria hereby detailed.

Any Proposal which does not fully and comprehensively address the requirements may be rejected. Submission of unnecessarily elaborated brochures and other presentations beyond those sufficient to present complete and effective proposals is, however, discouraged.

Technical Evaluation Criteria

Phase 1: A Pass/Fail methodology in which Technical Proposals are vetted for meeting the requirements mandatory to this solicitation exercise. Proposals that fail to fully meet these requirements will be disqualified and will **not** be considered for Phase 2.

Phase 2: A quantitative ranking exercise in which Technical Proposals will be assessed and awarded points for responsiveness to the requirements of this Solicitation. Vendors that score less than 490 Points (out of a maximum possible score of 700 Points) in this review shall be disqualified.

IMPORTANT: The following scores and format will be used in the technical evaluation process of the individual proposals and will be scored against the standards set according to the proposer's ability to meet each of the criteria as exemplified below:

Poor score 0-49%: Fails to meet a minimum requirement; requires a major revision to the proposal to make it acceptable
Marginal Score 50-80%: Fails to meet requirements/standards; low probability of success, significant deficiencies, but correctable.
Acceptable Score 81-90%: Meets requirement/standard; good probability of success, weaknesses can be readily corrected.
Exceptional Scores 91-100%: Exceeds specified performance or capability in a beneficial way to ISA; high probability of success; no significant weakness noted.



Phase 1 – Mandatory Requirements (*Proposals that fail to meet any of the above requirements shall be disqualified and shall not be considered for Phase 2*). All Proposers **must** have the following:

1. The Proposer has access to Global Distribution System.
2. The Proposer is a participant of the IATA BSP.
3. The Proposer has a valid Government-issued document demonstrating it has legitimacy and authorization to work in all countries in which it proposes to provide travel management services.
4. The Proposer assumes responsibility for providing access and documentary evidence to a third party airfare auditor in order to confirm the lowest price is offered, in accordance with ISA travel policy.

Phase 2 – Scoring Evaluation Criteria

Summary of Technical Proposal Evaluation Forms	Score Weight	Points Obtainable
1.Compliance with SoR	20%	140
2.Corporate Capability	10%	70
3.Scope of Requirements - Services <ul style="list-style-type: none"> • Reservations • Support Services • Emergency Services • Profiles • Customer Service 	20%	140
4.International Faring	5%	35
5.Technology and Information Management	20%	140
6.Quality Control and Assurance	10%	70
7.Personnel <ul style="list-style-type: none"> • Organizational structure • Qualifications and Experience • Account Manager 	15%	105
Total Points Obtainable for Technical Evaluation	100%	700



Financial Evaluation Criteria

No.	Criteria	Evaluation Type
1	Prices	Point Scale – Maximum Possible Score 40 Points
2	Agreement to fixed service charges	PASS/FAIL
4	Financial Capacity to settle ticket purchase accounts for up to 60 days	PASS/FAIL

Evaluation Process

The method being applied is the **Weighted Score Method**. A relative 60% technical & 40% financial weighted scoring scale is deemed relevant to this procurement, and provides ground for fair evaluation of offers. The weighted score method gives the evaluators a measurable/quantifiable, objective and transparent mechanism for source selection.

Proposals shall be technically evaluated and only those proposals found to be technically acceptable shall be financially evaluated. Technical and financial scores shall be combined to determine the overall combined score for each proposal.

The vendor(s) whose proposal(s) have the best overall combined scores shall be recommended for award. The application of the Weighted Score Evaluation Method is not intended to result in a mechanical decision based exclusively on the “mathematical formula”, but in a decision that may call for the professional judgment of ISA Travel Unit in order to strike a sound balance between cost and quality.



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ANNEX D – TECHNICAL PROPOSAL

SECTION 1: CORPORATE CAPABILITY

1.1 Complete the attached Proposer Information form attaching the required supporting documents.

SECTION 2. OPERATIONS AND TECHNOLOGY

2.1. Required Services:

2.1.1 Please provide a detailed description of the methodology for how the organization will comply with the main requirements of travel management specified in items 2.1 to 2.13 of Annex B of this Request for Proposal (RFP), such as:

- Booking travel (air, rail, sea) at the most direct and lowest available fares
- GDS access for ISA Travel Officer(s) for concurrent monitoring
- Issue tickets according to specifications
- Handling of void tickets and refund procedures
- Support services
- Emergency services
- Profiles for travelers
- Assistance with fare estimates and impact analyses for budget preparation
- Developing a Customer Satisfaction model, including complaint tracking and resolution with ISA direct access
- Handling of personal travel requests

2.1.2. Provide details of capability to provide competitive international faring as a key element to obtained best pricing.

2.2 Technology and Management Information:

2.2.1 Provide details of the technology available to support required travel services

2.2.2 Provide access (and training) to reporting tools.

2.2.3 Provide information on your current billing system and your ability to provide required billing and allocate and track separate costing for personal travel

2.3 Quality Control and Assurance

2.3.1 Confirm your acceptance of ISA's option to request an independent performance review

2.3.2 Confirm that your company will retain for at least five years all financial documents related to business with ISA

2.3.3 Confirm your willingness to cooperate with Fare Audits and the implications of failing this audit



SECTION 3. PERSONNEL

- 3.1 Describe overall management structure and approach to be used in the planning and rendering of required services.
- 3.2 Include an organization chart with details of key positions and designations. Provide listing of personnel to be involved in servicing the contract and information supporting their experience.
- 3.3 Confirm that your organization can designate an Account Manager and provide details of skills/experience.
- 3.4 Confirm your agreement to receive training on the policies, procedures and programs of the International Seabed Authority



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ANNEX E - FINANCIAL PROPOSAL

The Financial Proposal lists the components associated with the services. All prices shall be quoted in American dollars (USD).

All services described in the Technical Proposal must be addressed. Any service described in the Technical Proposal but not mentioned in the Financial Proposal shall be assumed as included in the other services rendered. The list below is a guide. It must be completed with any other transaction or service the Proposer may wish to include.

The two groups below reflect the required services. The ideal fee structure would be the proposal of one fee for each group. However, the Proposer may indicate another fee structure.

TICKET SERVICES

	Description
1	Tickets issuance of international flights
2	Tickets – voiding
3	Tickets – processing partial reimbursement
4	Ticket full reimbursement
5	Ticket re-issuance
6	Transition costs in case of termination of contract

OTHER SERVICES

	Description
1	Hotel Reservation
2	Car reservation
3	Train reservation (international)
4	Bus reservation (international)
5	Visa issuance
6	ESTA (Electronic System for Travel Authorization - USA)
7	ETA (Electronic Travel authorization - Canada)
8	Process travel Insurance
9	Conduct passenger name record (PNR)
10	VIP airport service



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ANNEX G – KEY PERFORMANCE INDICATORS FOR TMS CONTRACTOR (GENERIC SAMPLE)

Metric	Attribute	Definition	Expected Level
1. Reservations	Accuracy	Agency complies with SoR, free of errors	Zero defects in registering travelers, making bookings, calculating fares
	Timeliness and Efficiency	Ability to deliver timely services using minimum resources	Confirm itinerary within 24 hrs of receiving request
2. Ticket issuance	Accuracy	Agency complies with SoR, free of errors	Zero errors
	Timeliness	Ability to deliver timely services using minimum resources	3 working days before date of departure
3. Travel documents	Accuracy	Agency complies with SoR, free of errors	Zero errors
	Timeliness	Ability to deliver timely services using minimum resources	10 days before date of departure
4. Billing	Accuracy	Agency complies with SoR, free of errors	Zero errors
	Clear reporting	Ability to issue accurate and easy to read invoices	No need to request clarification
5. Pricing	Fair price	Reasonable costs for services provided	Rates equal or below the market
	Due diligence	Ability to quote competitive fares	Rates quoted are equal or below preferential rates provided by airlines
	Best value	Competitiveness of rates quoted versus restrictions	same or better terms than those offered by airlines